GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:697
ANSWERED ON:07.02.2017
Regulating e-Commerce Firms
Nayak Shri B.V.;Ram Mohan Naidu Shri Kinjarapu

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the steps taken by the Government since the inception of e-commerce platforms for consumer protection from such platforms;
(b) whether the Government is planning to bring in a separate legislation for such platforms in the near future, if so, the details thereof and if not, the reasons therefor;
(c) the steps a consumer has to take to file complaints against e-commerce platforms/companies and the details of existing legal provisions in this regard;
(d) whether the procedure for filing consumer complaints are different for regular retail consumers and consumers of e-commerce and online products and if so, the details thereof;
(e) whether the Government has received complaints against direct selling/ e-commerce companies regarding fraud, selling goods at very low prices, quality and privacy issues etc. and if so, the details of such complaints, e-commerce company/ site-wise, during the last two years and the current year along with the steps taken to regulate e-commerce business in the country; and
(f) the present status of the proposal regarding setting up of National Consumer Safety Authority?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) : The Consumer Protection Act, 1986 has been enacted to better protect the interests of the consumers. The provisions of the Consumer Protection Act, 1986, covers all goods and services and all modes of transaction including e-commerce. A consumer can file a complaint relating to e-commerce transactions in the appropriate Consumer Forum established under the provisions of the Consumer Protection Act.

(b) : There is no proposal to bring in a separate legislation for e-commerce platforms.

(c) : Under the provisions of the Consumer Protection Act, 1986 a consumer can file a complaint in the appropriate Consumer Forum. However, before approaching a Consumer Forum there is mechanism for alternate dispute resolution through the National Consumer Helpline (1800-11-4000 and short code 14404) at New Delhi and Online Consumer Mediation Centre in the National Law School India University Bengaluru.

(d) : No, Madam.

(e) : The details of complaints received in the National Consumer Helpline against direct selling /e-commerce companies during 2014-15, 20115-16 and 2016-17 (upo to December, 2016) are as under:

Organization	2014-15	2015-16	2016-17 (upto Dec)	Total
Bookmyoffer.com	0	71	449	520
Snapdeal.com	37	52	120	209
e BAY	10	30	135	175
Flipkart.com	25	40	92	157
Whaaky.com	36	35	79	150
Askmebazar.com	27	116	6	149
Shopclues.com	46	55	47	148
Amazon.in	7	15	114	136
Paytm.com	13	31	46	90
HOME SHOP18	40	15	15	70
Naaptol.com	15	10	13	38
Shop CJ Network India Pvt. Ltd	16	4	10	30
Myntra.com	9	9	2	20
Jabong.com	1	2	15	18
Other - Ecommerce	136	205	243	584
Total	418	690	1386	2494

The received complaints were dealt with as per consumer grievance redressal procedure.

(f): There is no proposal for setting up of National Consumer Safety Authority . However, the Consumer Protection Bill, 2015, already

introduced in Parliament, seeks to provide for establiahment of a Central Consumer Protection Authority to look into, inter alia, unfair trade practices.
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